# Desktop/LAN Management

## Product Summary

ITS provides desktop & LAN management services to various state agencies as well as some city, county and local government agencies. These services include:

- Installation, configuration, and troubleshooting of desktop equipment and software applications.
- Maintaining, troubleshooting, managing upgrades, and servicing certain LAN infrastructure.
- User support for operational issues, questions, and concerns.

The *Desktop/LAN Management* product is available to government agencies located throughout the Wasatch Front.

## Product Benefits

*Desktop/LAN Management* provided by ITS benefits customer agencies in these ways:

| Benefits |
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| Agency resources are freed up for other mission-critical work. |
| Trouble tickets can be submitted via phone or online 24x7. |
| Highly trained desktop and LAN specialists are on call 24x7. |
| Proactive approach helps ward off problems before they occur. |
| Support for a broad range of hardware and software. |

## Related ITS Products

| Related ITS Products | |
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| Managed GroupWise E-mail | ITS operates a shared and secure Novell GroupWise environment in the Salt Lake City data center. This GroupWise environment provides e-mail accounts for ITS, but is also available to government agencies as a managed service. |
| Managed Novell File/Print Services | ITS operates a shared and secure Novell environment in the Salt Lake City data center. The Novell environment provides file and print services for ITS, but is also available to government agencies as a managed service. |

## Desktop Management

### Description of Services

Desktop management is available for government-owned devices that are attached to the State's wide area network. Equipment such as notebooks, system printers, desktop PC's,

docking stations, external CD drives, external floppy drives, monitors, etc. are included. The complete list of supported devices is described in the ITS *Desktop/LAN Standards List* (see below.)

Desktop Management services provided by ITS comprise:

- Installation, configuration, and troubleshooting of new desktop equipment.
- Installation, configuration, and troubleshooting of a defined set of software applications used on all desktop equipment.
- User support for operational issues, questions, and concerns.
- Operating system support and maintenance including troubleshooting and installation of software patches or updates.
- Installation of appropriate software and operating system patches as deemed necessary by the customer agency and by ITS[**].
- Operating system upgrades[**].

Server administration, management, maintenance and upgrades are not covered under this product description. These services are covered under other agreements.

### Hardware/Software Training

ITS desktop management specialists will work with customers to resolve technical issues. Customers that require specific hardware or software training may purchase training through statewide contracts for additional fees. For more information please see the Division of Purchasing Website at the following URL:

http://purchasing.utah.gov/BIDProcessing/ContractSearch.asp.

The Department of Human Resource Management (DHRM) manages statewide contracts for training on office productivity software.

On occasion ITS may provide certain training classes related to the implementation of new versions of supported software. In these cases ITS will contact the agency and make appropriate arrangements.

## LAN Management

### Description of Services

As part of the established rate for this product, ITS will assume the responsibilities of maintaining, troubleshooting, managing upgrades, and servicing portions of the customer agency's LAN infrastructure. This includes switches and hubs related to the LAN system. This contract does not address any issues related to the Wide Area Network, the communications lines, Internet access, bandwidth, expansion of existing wiring closets, installation of or upgrades to wiring between closets and workstations, or any communications links.

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[**] The customer agency is responsible for purchasing all software licenses before ITS performs operating system upgrades.

## Customer Responsibilities

### Hardware Purchasing and Ownership

Purchasing of supported devices (PCs, printers, switches and/or hubs, etc.) covered under the *Desktop/LAN Management* product, including upgrades, is the responsibility of the customer agency. Purchases may be facilitated through ITS, however, the customer agency is responsible for paying for the equipment. As such, all equipment will be the property of the customer.

Any new Desktop/LAN equipment purchased by the agency during the execution of this agreement should be discussed and agreed upon by both the agency and ITS to ensure supportability.

### Hardware Refreshes

ITS recommends all supported desktop/LAN equipment be replaced on a three-year cycle. This is a recommendation only, but in the case that a piece of supported equipment cannot reasonably be repaired, ITS will recommend replacement of that device.

As an older type of equipment or software becomes prohibitively expensive to support and maintain, that equipment or software is normally removed from the *Desktop/LAN Standards List* described below. When a device drops off of warranty and support calls exceed three per quarter, that device is considered cost prohibitive and must be replaced by the owner. If a customer agency desires continuing support for older equipment, parameters of service and billing arrangements can be made through an SBA. Certain restrictions may apply.

### Software Licenses

Costs for software licenses are not included in the monthly *Desktop/LAN Management* rate and are the responsibility of the customer. Specifically, the customer is responsible for paying for software licenses such as:

- Per-user licenses for Novell software products used in the LAN, desktop, and e-mail environments.
- All Microsoft Office software used in the desktop or notebook PC.
- All operating system software used in the desktop or notebook PC.
- Anti-Virus client software.
- Other software required by customer agency business practices.
- Server-resident applications.
- Any other software used on desktop or notebook PCs.

Purchase of some software titles found in the *Desktop/LAN Standards List* may be facilitated through ITS and billed back to the customer agency.

### Maintenance Costs

Maintenance costs for hardware and software are not included in the monthly *Desktop/LAN Management* rate and are the responsibility of the customer.

## ITS Customer Support

Problem resolution by ITS staff, agency staff and vendors is managed and coordinated by the ITS Customer Support Center. The following parameters govern ITS efforts to resolve technical problems:

| ITS Customer Support |
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| Problem priority is based on defined criteria for the importance of the system affected, the severity of system degradation, and the number of affected users. |
| Problems can be submitted 24x7 by telephone, Internet or on-line chat. |
| Internet submissions are monitored during business hours (M-F 7:30 a.m. to 5:30 p.m.). |
| Time to Initial Response targets for submitted problems are two business hours for low and medium priorities, one clock hour for high priorities, and thirty clock minutes for urgent priorities. |
| Total Time to Resolution targets for problems are twelve business hours for low priorities, ten business hours for medium priorities, six clock hours for high priorities, and two clock hours for urgent priorities. |
| Performance against Initial Response and Resolution targets is measured regularly. |
| Customer satisfaction is measured regularly. |
| Service outages are analyzed to determine root causes and to indicate future preventative measures. |

## Hardware/Software Standards and Other Requirements

ITS maintains a list of hardware and software standards that are supported under the terms of the *Desktop/LAN Management* product. This list includes standards for operating systems, office productivity suites, help desk tools, anti-virus software, remote-management tools, desktop hardware, printers, and other hardware/software. The *Desktop/LAN Standards List* is posted on the ITS Products and Services Web page at the following URL:

http://its.utah.gov/productsservices/desktoplan/desktoplanmgmt/desktoplanmgmt.htm

Hardware/software that falls outside the standards list will not be supported by ITS as a part of the established rate for the Desktop Management product. However, if the customer agency desires support for equipment and/or software not on the list, there are two avenues to address customer agency needs:

- The customer agency may petition ITS to make a change to the standards list.
- A Special Billing Agreement (SBA) can be created to establish the parameters of service and associated billing arrangements for equipment and software outside the standards list.

Due to the nature of technology, changes to the standards list will be updated and posted quarterly on the URL listed above. In most cases standards changes will not require the customer agency to make additional hardware or software purchases until the next refresh cycle.

*Location*

Only government-owned devices are supported. On-site service is available if the device is located at a government-owned facility located in the Wasatch Front. Devices located at employee homes or other non-government facilities may also be supported, but these devices must be brought to a government-owned facility for problems where ITS staff requires physical access to the device.

*Inventory of Supported Hardware and Software*

ITS and the customer agency will work together to create and maintain an inventory of supported hardware and software. Only items in the inventory list will be supported. This inventory will be kept on file with ITS. Changes to the inventory will be coordinated between ITS and the customer agency so that the inventory list can be updated accordingly.

## Product Rate

Rates for the *Desktop/LAN Management* Product has an established rate that has been approved by the Internal Service Fund Rate Committee. This rate may change on occasion in accordance with rules established by the Rate Committee.

| Approved Rates (FY2005) | |
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| *Desktop/LAN Management* | $70/device/month |

Each device that is assessed the monthly fee will be included in the inventory list mentioned above.

## Product Provisioning

Any government agency interested in purchasing *Desktop/LAN Management* should contact their assigned ITS Customer Relationship Manager (CRM). The provisioning process for *Desktop/LAN Management* includes these steps:

1. The customer agency contacts the agency's assigned CRM or fills out the order form found at this URL:
   http://its.utah.gov/productsservices/desktoplan/desktoplanmgmt/desktoplanmgmt.htm.
2. The CRM arranges for a needs assessment meeting between the customer agency and ITS.
3. The customer agency and ITS discuss the hardware/software to be supported and an Inventory List is created.
4. The customer agency provides approval, including billing information.
5. Service begins on an agreed upon date.

## Product Agreement

ITS and the Customer agree that this Product Description together with an approved Product Order Form constitute a binding agreement between both parties for the Product and related services required by the Customer. This Agreement remains in effect according to the terms specified in the Product Order Form.

Product and/or Service Rates listed are in accordance with the approved ITS Rate Schedules. Therefore, the product description and order form replaces all other documentation, i.e., Contracts, Special Billing Agreements (SBA), Service Level Agreements (SLA), Memorandums of Understanding (MOU), etc.

To the extent that the terms set forth above conflict with an existing Contract, Special Billing Agreement (SBA), Service Level Agreements (SLA), Memorandums of Understanding (MOU), or other agreement between ITS and the customer, the parties acknowledge that the foregoing shall supercede the earlier agreement.